GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3417
ANSWERED ON:16.03.2000
GRIEVANCES REDRESSAL CELLS
RAJO SINGH

Will the Minister of RAILWAYS be pleased to state:

(a) whether grievances redressal cells are functioning in the Ministry and the zonal headquarters to look into the problems of rail passengers;

(b) if so, the detailed functions thereof;

(c) whether these cells have taken any action to redress grievances of rail passengers during 1999-2000; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI DIGVIJAY SINGH)

(a) and (b) Yes Sir, a well established Public Grievances Redressal Machinery does exist on Zonal Railways as well as in the Ministry of Railways. The Public Grievances Redressal Machinery on the Railways functions in 3 tier system, i.e. at Railway Board, Zonal Railway, and at Divisional level.

(i) At the Railway Board's level, Executive Director, Public Grievances is the overall in-charge of the Public Grievances Redressal Machinery available on Indian Railways. He/She also co-ordinates with other Ministries/Departments of Government of India in this regard.

(ii) At Zonal Railway's level, the Additional General Managers function as Directors of Public Grievances and co- ordinate the work of redressal of public grievances.

(iii) At Divisional level, the Additional Divisional Railway Managers have been nominated as Public Grievances Redressal Officers, who hold periodical meetings with divisional branch officers and Station Managers.

Besides, the Station Managers have been made personally responsible for on the spot redressal of public grievances. Public Grievances Booths/May I HelpYou Booths have been functioning at important stations. Complaint books are available with Station Managers, Guard of trains, Manager of Pantry Cars and in refreshment rooms for lodging their complaint/suggestions by Rail users.

(c) and (d) Yes Sir, these Cells have taken positive action to redress the public grievances in a fair, just and sympathetic manner in minimum possible time. Targets have been fixed for redressal of grievances received through various channels and every effort is made to redress the grievances within the target time prescribed for redressal of these grievances.